

**CITY OF SALEM
POLICE TELEPHONE REPORT SPECIALIST**

00388

NATURE OF WORK

This is civilian work within the Salem Police Department responsible for receiving and processing non-emergency citizen generated crime reports during a shift.

Work includes responsibilities for receiving and recording non-emergency crime information from citizens, preparing police reports regarding the incidents and directing citizens to community resources to address a particular need during a shift. Records appropriate information for the Police Department and completing non-emergency police incident reports, answering general questions from the public via telephone or through over the counter contact. Direct supervision is received during the six month probationary period with completion of routine assignments without specific guidance as proficiency is gained.

Work requires an initial probationary training/coaching period to acquire a practical knowledge of Police Department policies and procedures, the LEDS/NCIC/SUN computer data base, reporting regulations and legal requirements, and other community resources related to nuisance abatement, civil actions, and dispute resolution services. After initial training and coaching, incumbents are expected to work with considerable independence within established policies and guidelines. This is not a full supervisory nor lead classification, however an incumbent may be asked to assist in orienting Telephone Report Specialist trainees to the duties and procedures used by this classification.

This work is distinguished from a sworn Salem Police Officer by the absence of the power to arrest, conduct investigations, perform patrols, handle firearms or deal with high risk contacts. This work is distinguished from services provided by the Willamette Valley Communications Center (9-1-1) by the non-emergency nature of the citizen contact.

ILLUSTRATIVE EXAMPLES OF WORK

(Any single position of a class will not usually involve all of the essential duties listed, and many positions will involve essential duties which are not listed.)

Receives information via multi-line telephone or counter service from citizens of a non-emergency nature during a shift. Determines the nature of the inquiry, if a crime has been committed or if the concern is of a civil nature. If the citizen concern is under another agency's jurisdiction, makes appropriate referral. If citizen concern is related to

civil matters, refers the citizen to the appropriate community resource. Answers general questions from the public concerning routine police services/procedures. Participates in the training of new incumbents.

If a citizen is reporting a non-emergency crime under the Salem Police Department's jurisdiction, gathers factual information, from the complainant, generates appropriate police reports. Citizen information received by this classification would be of a nature where no follow-up investigation is needed, nor are suspects for the crime known. Reports are given generally for documentation of the incident or for insurance purposes. Operates a computer terminal entering accurate information into the system, locates relevant information from the LEDS/NCIC/SUN data base such as vehicle license, drivers license, stolen vehicle and warrant information. Prepares incident reports from information gathered.

Work involves significant, sensitive customer contact involving the use of extensive verbal communication and listening skills to gather essential factual information including the use of tact, diplomacy, discretion, and a professional demeanor with people who may be upset or uncooperative.

Prepares narrative reports, documentation related to work duties such as time sheets, incident reports, etc. Assists in the maintenance of community resources for citizen referral. Periodically attends training for changes concerning laws, regulations, and Departmental procedures.

Performs other related work as assigned.

WORK QUALIFICATIONS

Experience in performing high-activity multi-line telephone call receiving work, communicating via telephone equipment, or dealing with non-emergency related requests from the public; course work in business practices, customer service and computer entry or keyboard skills; or any equivalent combination of training and experience which provides the following knowledges, skills and abilities:

Considerable practical knowledge of Salem Police Department policies and procedures, the CAD system, the LEDS/NCIC/SUN computer data base, reporting regulations and legal requirements, and other community resources related to nuisance abatement, civil actions, and dispute resolution services or the ability to acquire such knowledge and apply it within a six month probationary period.

Thorough skill in the use modern office equipment including keyboards and computer terminal, including the ability to enter numbers and information accurately and efficiently into the computer and retrieve information from a computer system.

Thorough ability to speak English clearly and distinctly over the telephone, and utilize excellent listening skills. Ability to speak Spanish, Russian, or South-east Asian languages is desirable.

Considerable ability to respond efficiently to a high volume of telephone calls, obtain accurate, factual information, and distinguish between criminal events and civil issues and complete the citizen inquiry effectively while maintaining emotional composure, organization of work, and productivity during periods of stress and high activity.

Ability to write legibly and maintain written records, to make decisions and to effectively apply department policy, department reporting regulations and legal requirements.

Ability to read, comprehend and follow detailed and complex procedures, laws and instructions.

Ability to locate and utilize personnel, telephone numbers, legal references, department procedures, and extensive resource information.

Ability to develop and maintain effective working relationships with user-agency personnel, the public, and other City staff and work as a team member.

Required to obtain a LEADS certification within the six month probationary period.

Ability to pass a comprehensive police background check.

Work is performed with obligation to be available for occasional call-in service as staffing needs mandate in a 24-hour system, with rotating shifts, including holidays and weekend assignments. Work environment involves sitting at a telephone/desk position for hours at a time and responding to a high volume of activity. Work involves accurate keyboard and listening skills, monitoring illuminated computer screens for information. The work requires considerable telephone use involving communicating with distraught and/or disoriented, argumentative, and uncooperative individuals and requires explicit gathering of essential information mainly through verbal communications. Work environment contains periods of high activity, high volume, and emotional events.

Personnel Director

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